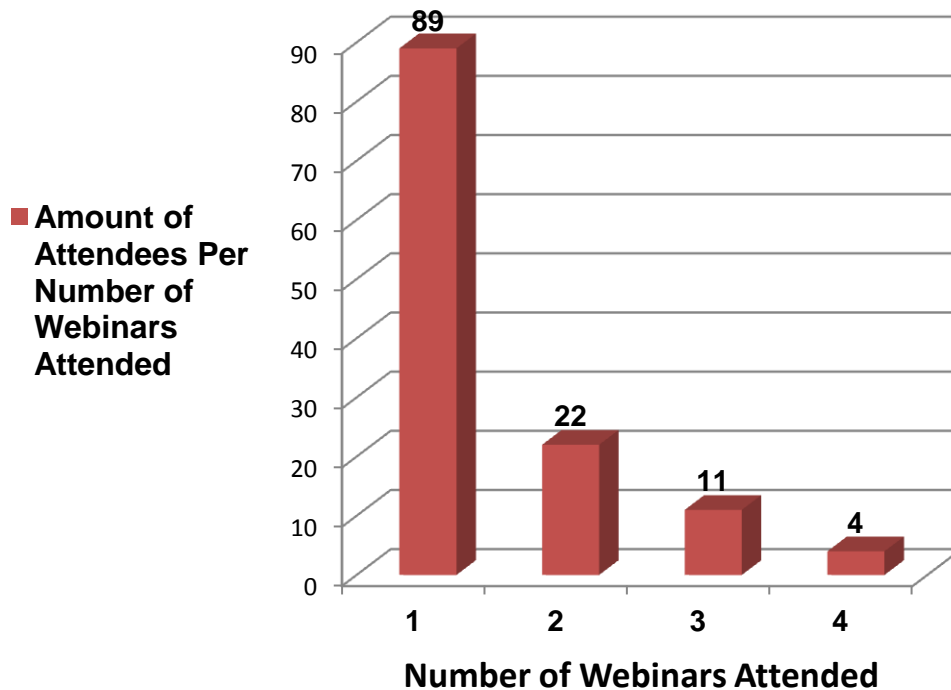


Patient Centered Medical Homes - Five Part Webinar Series
SURVEY SUMMARIES

**PATIENT CENTERED MEDICAL HOMES
Five Part Webinar Series Attendance**



The above chart shows that eighty-nine people attended only one of the webinars, twenty-two attended two webinars, eleven attended three webinars, and four people attended four webinars. No one attended all five.

Webinar One – Why a Patient Centered Medical Home?

Total webinar attendance = 72

Total question responses = 21

Questions asked by attendees:

- What impact does the PCMH have on patients who are over-using the system?
- Is there a resource for protocols?
- Is there a clearing house available for finding quality metrics and benchmarks?
- What is the first step in the process?
- What resources are available to get started?
- Is an EHR critical to success?
- Dr. Sofianek, how do you manage your data that is given to the providers each month?
- Are these reports automatically generated or do you have someone specifically working in this particular area that is generating and analyzing these reports?

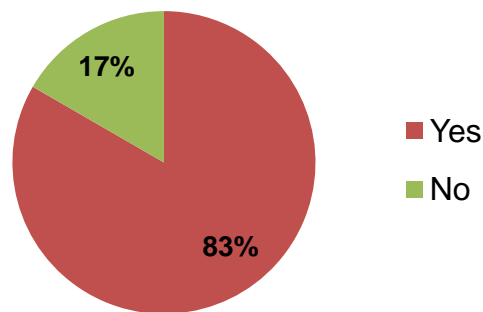
What topics would you most like to see covered in the webinar series?

- Tracking quality metrics
- How will costs for developing a PCMH be recovered?
- Is any insurer paying a premium to PCMH's in Montana?
- I appreciated hearing how Bozeman was able to accomplish and receive their certification - this lends to knowing that this is a possibility.
- Details of how to become a PCMH
- How a team really becomes a team, i.e. "pitfalls and pearls."
- Does JCAHO allow standing orders?

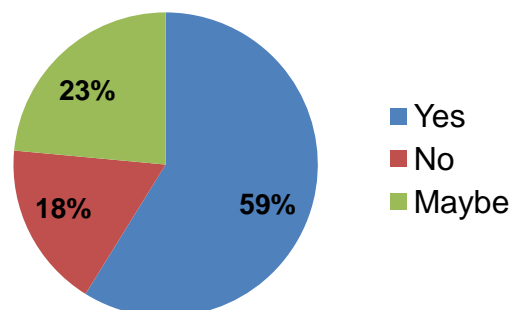
What would prevent you from transforming your practice into a PCMH?

- Staff/physician resistance to "more work."
- Number of hours involved, and costs involved.
- Roadblocks by leading staff
- We are a county public health department and do not have any providers here other than nurses. We do not provide primary care.
- I don't see any reason a hospital would like this...seems they just lose business.
- I don't see adequate support of Family Physicians in sufficient numbers because it decreases their cash flow.
- Lack of knowledge
- Lack of support from administration. Are they really ready for ER and hospital admissions to decrease?

Did the webinar answer your questions about PCMH?



Did the webinar make you more inclined to transform your practice into a PCMH?



Webinar Two – Practice Transformation

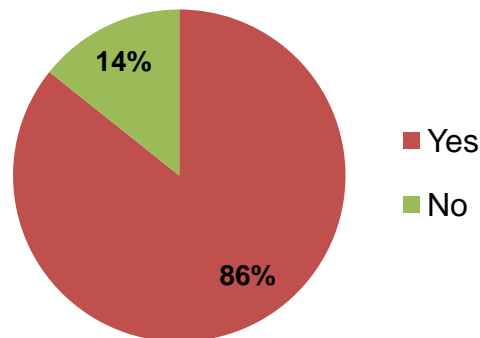
Total webinar attendance = 32

Total question responses = 8

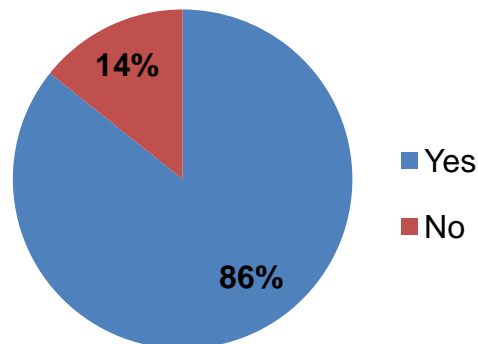
What would prevent you from transforming your practice into a PCMH?

- We are already committed to becoming a PCMH, so we were looking for concrete guidance rather than reasons to change.
- Provider buy in has been difficult, but working toward it so ideas were helpful.

Did the webinar answer your questions about PCMH?



Did the webinar make you more inclined to transform your practice into a PCMH?



Webinar Three – NCQA Standards: A Guide to PCMH

Total webinar attendance = 33

Total question responses = 5

Are you committed to using NCQA for PCMH recognition, or are you considering other recognition programs? Two answered “Yes”, two as N/A or unknown.

Did the webinar answer your questions about PCMH recognition? All five responses were “Yes.”

Is there any other specific guidance you need to begin PCMH transformation? Three answered “No.”

What other recognition programs are you considering? One answer: “We have attested for the first year of Meaningful Use.”

Webinar Four – Framework for Payment Guide

Total webinar attendance = 31

Total question responses = 5

Are you more encouraged to pursue PCMH recognition because of the payment system described? Two answered “No”, and two answered “Yes.”

Did the webinar answer your questions about payment for PCMH? One answered “No”, and four answered “Yes.”

One attendee mentioned that this was their first webinar, and that they were going to look over the resources on the website for background.

Webinar Five – Quality Metrics for PCMH

Total webinar attendance = 17

Total question responses = 3

Do you have any comments on the proposed metrics for measuring performance?

- The metrics are good as they are guided by national standards.

Do you think HealthShare Montana will be of assistance to your practice in quality reporting?

- Our EHR does all that stuff and its in our control to tweak.
- The majority of physicians that use a robust EHR would likely elect out.
- Multiple third party vendors do what HealthShare does, at ten times the quality of the software. Of course they cost.

Do your concerns about quality measurement relate to technology or to the concept of quality measurement?

- Mostly the concept at this phase, we have our IT portion fairly in sync now with the reports.

Do your concerns, if any, about practice quality measurement affect your decision to transform to a PCMH? Two answered “No.”

- Concerns mostly surrounding around data that is reported on measurement and translated to the public as quality, and that not being a true reflection of the physicians abilities and performance.

If you have an EHR, does it provide reporting on similar quality metrics?

- Will implement EHR in July of this year.
- NextGen provides way more options than this service would. It feels like we would be overlapping/duplicating efforts in so many respects. The new NextGen dashboard would hands down be better for our health group when it comes to patient engagement and access and documentations.

Attendees of Three or Four Webinars who are Not on Council

Wendy Doely – Flathead Community Health Center, Executive Director, Kalispell

Kris Franqui – Pfizer, District Manager, Billings

Annie Hansen – Blue Mountain Clinic, Executive Director, Missoula

Dwight Hiesterman – Mountain-Pacific Quality Health, Chief Medical Officer, Helena

Colleen Hueffed – Partnership Health Center, Community Health Specialist, Missoula

Janice Mackensen – Mountain-Pacific Quality Health, Project Manager, Helena

Cari Murnion – St. Vincent Healthcare, Care Manager, Billings

Cheri Quigley – Central Montana Medical Center, Clinic Manager, Lewistown

Cindy Smith – Bullhook Community Health Center, CEO, Havre

Christine Stubbe – Yellowstone Naturopathic Clinic, Naturopathic Physician, Billings

Kelly Tiensvold – Polson Health, Manager, Polson

Jonathan Weisul – Community Medical Center, Chief Medical Officer, Missoula